

Ex.-PSC-Nieto-1
Docket 9400-YO-100
Witness: Kristy E. Nieto
January 14, 2015
Cover Page

Public Service Commission of Wisconsin
 RECEIVED: 01/14/15, 11:59:29 AM

Exhibit 1 Schedules

Description	Schedule
Monthly Customer Service Staffing Levels	1
Average Speed of Answer Compliance	2
Plans to Consolidate Customer Service Operations Response	3
Rejection of Proposed Condition – Combination of Operations	4
Effect of Transition on Low-Income Programs (LIPs)	5
Rejection of Proposed Condition – Combination of LIPs	6
Acceptance of Proposed Condition – WPSC Gas Emergency	7
Investments in Customer Service Software Response	8
Integrays Customer Experience (ICE) Project Response	9
Slide from WEC Merger Presentation to Commission Staff	10
Charitable Contribution Levels 2011 – 2013	11

PSC REF#: 224095

Public Service Commission of Wisconsin
RECEIVED: 11/07/14, 12:36:16 PM

REQUEST NO. PSCW-11.05:

Please provide data detailing We Energies' and WPS' customer service staffing levels, call volume and operating costs for each call center on a monthly basis for the previous three years.

RESPONSE:

WEC:

Staffing levels are full-time equivalent employees including management, represented, and seasonal. Call volume is based upon Customer Consultant live calls and IVR calls offered.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ave/Total
Staffing Level													
2013	283	363	367	361	354	355	368	360	351	339	328	255	340
2012	270	347	361	354	347	343	341	340	335	325	309	255	327
2011	293	370	375	364	356	352	346	357	347	340	324	269	341
Call Volume													
2013	193,152	269,583	328,186	546,467	378,078	344,137	381,712	458,983	369,697	396,701	253,654	197,300	4,117,650
2012	168,116	174,019	228,352	293,679	283,132	283,749	338,825	311,761	287,623	306,148	189,312	190,808	3,055,524
2011	155,781	172,924	220,212	280,160	297,470	348,940	370,222	325,739	365,360	298,509	200,685	164,771	3,200,773
Operating Cost													
2013	2,178,586	2,453,858	2,516,211	2,827,056	2,587,074	2,329,723	2,510,248	2,503,432	2,320,715	2,746,466	2,101,483	1,533,513	28,608,365
2012	1,931,659	2,110,521	2,014,250	2,271,247	2,416,556	2,110,883	2,213,939	2,290,580	1,988,948	2,482,641	1,986,836	1,550,872	25,368,932
2011	1,940,164	2,107,156	2,328,745	2,270,609	2,116,398	2,349,209	2,137,202	2,434,328	2,271,495	2,373,165	1,994,359	2,010,052	26,332,882

Answered by: John A. Zaganczyk

Integritys:

Ashwaubenon Customer Contact Center Staffing (Headcount) 2011-2013 by Month												
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	73	75	84	86	85	84	84	82	81	80	70	70
2012	72	72	81	79	79	85	85	85	84	83	68	68
2013	68	75	80	78	78	91	90	90	86	84	84	73

Ashwaubenon Contact Center Workload by Month: 2011 - 2012 - 2013													
2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2011 Total
Inbound Calls	36,436	36,290	45,808	64,137	70,112	75,116	77,660	79,796	77,177	67,143	43,405	34,136	707,216
Corres/Email/Faxes	4,191	3,859	4,836	5,606	6,730	6,961	6,322	7,797	7,308	6,609	4,731	3,850	68,800
Outbound Calls	4,194	3,833	4,549	5,818	7,179	7,359	6,945	7,470	6,934	6,678	5,235	6,642	72,836
Billing Workload													
TOTAL 2011	44,821	43,982	55,193	75,561	84,021	89,436	90,927	95,063	91,419	80,430	53,371	44,628	848,852
2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 Total
Inbound Calls	35,457	35,650	44,214	59,098	67,590	64,132	68,342	68,670	64,163	71,815	37,188	32,321	648,640
Corres/Email/Faxes	3,930	3,820	5,069	6,020	6,559	6,722	6,481	6,927	5,750	6,057	4,303	3,718	65,356
Outbound Calls	7,336	6,544	7,744	5,732	6,671	6,364	6,432	7,180	5,657	9,007	4,875	3,930	77,472
Billing Workload													
TOTAL 2012	46,723	46,014	57,027	70,850	80,820	77,218	81,255	82,777	75,570	86,879	46,366	39,969	791,468

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 Total
Inbound Calls	36,635	34,258	42,171	63,728	62,041	62,126	65,193	74,464	68,203	69,667	40,428	34,541	653,455
Corres/Email/Faxes	4,402	3,567	4,378	5,799	6,421	6,071	6,806	7,273	6,070	6,859	4,370	3,386	65,402
Outbound Calls	4,667	4,087	5,590	9,371	9,762	10,374	11,213	12,078	10,521	10,908	7,060	7,511	103,142
Billing Workload									10,140	11,590	8,137	8,514	38,381
TOTAL 2013	45,704	41,912	52,139	78,898	78,224	78,571	83,212	93,815	94,934	99,024	59,995	53,952	860,380

Ashwaubenon Customer Contact Center Operating Costs 2011-2013		
2011	2012	2013
\$ 4,858,637	\$ 4,239,000	\$ 4,274,922

These operating costs exclude IT infrastructure costs, benefit and payroll tax labor loaders, and DSM/customer conservation service labor costs. Monthly cost breakdowns are not available in the timeframe allowed for this response.

Green Bay Business Solution Center Staffing (Headcount) 2011-2013 by Month												
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	14	14	15	14	14	14	13	13	13	13	14	14
2012	14	14	14	13	13	13	13	13	13	13	13	13
2013	14	14	14	13	13	12	11	11	11	13	14	14

Green Bay Business Solution Center Workload by Month: 2011 - 2012 - 2013													
2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2011 Total
Inbound Calls	4,089	3,571	4,056	3,884	5,301	5,199	4,333	4,440	5,110	4,488	4,226	4,485	53,182
Corres/Email/Faxes	1,704	1,466	1,696	1,564	1,675	1,717	1,784	1,721	2,095	2,017	1,761	1,680	20,880
Outbound Calls	3,759	3,272	3,633	3,675	3,735	4,610	3,874	4,121	3,634	4,642	3,081	3,575	45,611
TOTAL 2011	9,552	8,309	9,385	9,123	10,711	11,526	9,991	10,282	10,839	11,147	9,068	9,740	119,673
2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 Total
Inbound Calls	4,052	4,177	4,541	4,577	4,678	4,294	4,175	3,995	4,267	5,078	3,918	3,650	51,402
Corres/Email/Faxes	1,540	1,388	1,734	1,660	1,792	1,587	1,704	1,649	1,769	1,896	1,485	1,458	19,662
Outbound Calls	2,695	3,082	3,266	3,270	3,250	3,027	3,020	3,297	2,906	3,316	2,442	2,692	36,263
TOTAL 2012	8,287	8,647	9,541	9,507	9,720	8,908	8,899	8,941	8,942	10,290	7,845	7,800	107,327
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 Total
Inbound Calls	4,121	3,865	4,108	4,948	4,340	3,921	3,819	4,382	4,187	4,680	2,625	3,273	48,269
Corres/Email/Faxes	1,668	1,488	1,820	2,004	1,956	1,728	1,745	1,747	1,729	1,730	762	730	19,107
Outbound Calls	2,535	2,295	2,525	3,080	2,607	2,528	2,675	2,896	2,736	2,923	633	1,478	28,911
TOTAL 2013	8,324	7,648	8,453	10,032	8,903	8,177	8,239	9,025	8,652	9,333	4,020	5,481	96,287

Green Bay Business Solution Center Operating Costs 2011-2013		
2011	2012	2013
\$ 155,020	\$ 690,563	\$ 781,494

These operating costs exclude IT infrastructure costs, benefit and payroll tax labor loaders, and DSM/customer conservation service labor costs. Monthly cost breakdowns are not available in the timeframe allowed for this response.

Answered by: Dan Carlson

PSC REF#:224094

Public Service Commission of Wisconsin
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REQUEST NO. PSCW-11.04:

Please provide data detailing We Energies' and WPS' average speed of answer (ASA) for each call center (and, where applicable, for each individual department within the call center) on a monthly basis for the previous three years. Please break out the ASA data by customer service calls, outage calls and emergency calls.

RESPONSE:

WEC:

We Energies has two Customer Care Centers (Milwaukee and Pewaukee) that operate as one virtual Care Center. Customer Service and Outage ASAs are based upon Customer Consultant live calls and IVR calls. Outage ASAs are unavailable for years 2012 and 2011 as we did not collect and retain Outage ASAs in our previous phone and workforce management systems. Emergency ASAs are live calls only. Please see the following table showing the monthly and annual ASA's (in seconds).

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Customer Service													
2013	89	70	91	168	111	66	54	55	76	69	32	39	81
2012	50	28	21	56	33	45	51	53	66	62	42	40	46
2011	39	28	27	42	55	58	50	62	55	51	24	37	44
Outage													
2013	71	35	22	11	26	21	22	14	23	20	27	21	21
2012	na	na	na	na	na	na	na	na	na	na	na	na	
2011	na	na	na	na	na	na	na	na	na	na	na	na	
Emergency													
2013	37	25	20	38	*71	*64	27	*68	32	35	*53	22	44
2012	28	25	*88	42	*50	24	*56	24	36	20	24	*68	47
2011	*65	*97	44	*65	*120	*193	42	26	38	28	21	28	74
	* Storm activity in these months drove higher emergency ASA												

Answered by: John A. Zaganczyk

Integrlys:

WPS Ashwaubenon Customer Contact Center ASA by Month: 2011 - 2012 - 2013													
2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2011 AVG
Gas Emergency/911	0:00:55	0:01:07	0:00:19	0:00:56	0:00:52	0:00:38	0:02:48	0:00:34	0:01:18	0:00:47	0:00:19	0:00:30	0:01:15
Elec Emergency (Outage)	0:00:09	0:00:15	0:00:11	0:00:14	0:00:10	0:00:19	0:00:24	0:00:16	0:00:16	0:00:16	0:00:11	0:00:12	0:00:16
Customer Service	0:00:35	0:01:00	0:01:03	0:00:35	0:00:55	0:01:54	0:01:44	0:00:33	0:02:14	0:01:47	0:01:01	0:00:24	0:01:21
New Service Installation	0:00:29	0:00:46	0:00:47	0:00:32	0:01:16	0:02:08	0:01:28	0:01:30	0:01:35	0:01:36	0:01:09	0:00:46	0:01:19
2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 AVG
Gas Emergency/911	0:00:28	0:00:35	0:00:18	0:00:39	0:00:54	0:01:00	0:01:20	0:00:23	0:00:20	0:00:44	0:00:12	0:00:35	0:00:46
Elec Emergency (Outage)	0:00:11	0:00:09	0:00:14	0:00:15	0:00:14	0:00:19	0:00:19	0:00:11	0:00:14	0:00:12	0:00:09	0:00:09	0:00:14
Customer Service	0:00:22	0:00:19	0:00:49	0:00:53	0:00:48	0:01:04	0:01:18	0:00:54	0:01:20	0:01:07	0:00:27	0:00:38	0:00:56
New Service Installation	0:00:31	0:00:26	0:00:34	0:00:29	0:00:30	0:00:40	0:00:48	0:00:35	0:00:48	0:00:42	0:00:33	0:00:28	0:00:37
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 AVG
Gas Emergency/911	0:00:47	0:00:28	0:00:29	0:00:57	0:00:19	0:00:36	0:00:15	0:01:05	0:00:28	0:00:24	0:00:37	0:00:16	0:00:38
Elec Emergency (Outage)	0:00:12	0:00:09	0:00:09	0:00:12	0:00:12	0:00:16	0:00:11	0:00:16	0:00:16	0:00:11	0:00:11	0:00:10	0:00:13
Customer Service	0:00:56	0:00:42	0:00:41	0:00:42	0:01:44	0:01:39	0:01:16	0:01:03	0:01:40	0:01:43	0:00:25	0:00:46	0:01:13
New Service Installation	0:00:33	0:00:26	0:00:17	0:00:14	0:00:39	0:00:37	0:00:33	0:00:27	0:00:43	0:00:41	0:00:22	0:00:29	0:00:32

WPS Green Bay Business Solution Center ASA by Month: 2011 - 2012 - 2013													
2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2011 AVG
Customer Service	0:00:17	0:00:11	0:00:11	0:00:13	0:00:32	0:00:28	0:00:39	0:00:28	0:00:28	0:00:47	0:00:46	0:00:37	0:00:29
2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 AVG
Customer Service	0:00:45	0:00:28	0:00:38	0:00:32	0:00:28	0:00:19	0:00:31	0:00:30	0:00:26	0:00:36	0:00:21	0:00:21	0:00:30
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 AVG
Customer Service	0:00:32	0:00:17	0:00:29	0:00:27	0:00:27	0:00:30	0:00:32	0:00:33	0:00:29	0:00:42	0:00:20	0:00:23	0:00:24

The Green Bay Business Solution Center does not normally take Emergency or Outage calls. Those call types are union work and handled at the Green Bay Customer Contact Center.

Answered by: Dan Carlson

PSC REF#:219113

Public Service Commission of Wisconsin
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REQUEST NO. PSCW-01.09:

Regarding customers:

- a. What type of information will be provided to customers regarding the acquisition and the impact to their rates?
- b. Are there plans to consolidate or harmonize customer service policies and programs, such as low income programs, conservation programs, etc.?
- c. Will any call centers be closed or combined? Will there be any reduction in the number of customer service reps at any call center in the longer term?
- d. Will the IT-related customer service, billing and technical (testing) systems be combined to one system?
- e. Please provide a comparison of WEPCO's, WG's, and WPSC's voluntary energy efficiency programs. How will the acquisition affect the programs?
- f. Does the company plan to harmonize policies and tariffs for parallel generation/distributed generation in the combined footprint of the operating utilities?

RESPONSE:

- a. Customers will be provided information regarding the acquisition in a similar manner as to when the merger was announced. We will publish an article in the monthly bill insert; provide information in our quarterly residential and small business e-Newsletters; post information on the company website; and issue a joint News Release.

If there is an impact to rates, those details will be included in the messaging.

Information to customers on specific pending rate cases will follow the customary notification process. That includes a bill insert, articles in various customer newsletters, and a News Release at the time of approval.

- b-d. As discussed in the Application, the WEC and Integrys merger is motivated by, and make business sense based on, the fact that it results in a combined company with strong cash flow that can be prudently invested in needed energy infrastructure. The Application also provides that, although not a driver of the transaction, over time the economies of scale of the larger new entity could also

help to drive down costs of certain areas. WEC believes that this is an intrinsic benefit of the economies of scale of a larger company.

With that said, no specific estimates of the financial benefits of gained economies of scale currently exist. The development and execution of merger integration plans is a lengthy process which requires the evaluation of potential merger synergies/efficiencies as well as the costs required to achieve such benefits (i.e. transition costs). WEC has not yet commenced this merger integration process. As a result, WEC has not yet developed a plan for realizing financial benefits from economies of scale.

- e. WEPCO Gas Operations and WG have one voluntary energy efficiency natural gas program. The Residential Assistance Program is primarily targeted to natural gas customers who are participating in the We Energies Low Income Pilot (LIP) and who are homeowners of one to three unit structures. The program provides weatherization services and is designed to address the energy efficiency of the entire home (e.g. heating system, building envelope, low cost energy efficiency measures, etc.). We Energies partners with Focus on Energy to utilize its program offerings. Focus on Energy claims the appropriate savings for the measures it installs. WPSC has no voluntary energy efficiency programs.
- f. WPS and WEPCO will remain standalone utilities, and there are no current plans to harmonize policies and tariffs for parallel generation/distributed generation in the combined footprint of the operating utilities

Answered by: Scott Lauber.

PSC REF#:225653

Public Service Commission of Wisconsin
RECEIVED: 12/05/14, 11:28:01 AM

REQUEST NO. PSCW-15.05:

Does WEC agree to accept, uncontested, a Commission acquisition condition ordering that the company shall submit to the Commission for approval any plans to combine any of We Energies' or WPS' customer service call center operations, before implementing the plans?

- a. If no, what is the basis of the rejection of the condition?

RESPONSE:

WEC does not believe such a condition is necessary. WEC Energy Group will continue to operate the combined company prudently and in the best interests of customers, including with respect to any potential combination of customer service call center operations. It is premature at this time to speculate about how any such hypothetical combination might be accomplished. (See Response to PSCW 1.09). To the extent regulatory approval were required, WEC Energy Group or the operating utilities would seek it in the ordinary course. Therefore, it is our position that a specific order point or condition on the topic is premature and unnecessary.

Answered by: Tim Lang

PSC REF#:222099

**Application of Wisconsin Energy Corporation for Approval to Acquire the
Outstanding Common Stock of Integrys Energy Group, Inc.
PSCW Docket No. 9400-YO-100**

**WEC's Response to
PSCW Staff's Fourth Data Request
Dated: October 3, 2014**

Public Service Commission of Wisconsin
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REQUEST NO. PSCW-4.02:

Please explain how the acquisition will affect all low-income programs.

RESPONSE:

We anticipate that the low income programs will be operated through WEC Business Services. We do not anticipate any material changes to benefits under the programs or eligibility criteria.

Answered by: Scott Lauber

**Application of Wisconsin Energy Corporation for Approval to Acquire the
Outstanding Common Stock of Integrys Energy Group, Inc.
PSCW Docket No. 9400-YO-100**

**Response to
Commission Staff's Fifteenth Data Request
Dated: November 26, 2014**

REQUEST NO. PSCW-15.01:

For We Energies and WPS, please provide data detailing:

- The total number of active residential accounts provided with service by We Energies and WPS for the previous three calendar years. For residential accounts where both electric and gas service is provided by the utility, count the combined service as one residential account.
- The total number of residential accounts that received Wisconsin Home Energy Assistance payments for each of the previous three calendar years (including Crisis funds and Keep Wisconsin Warm/Cool funds, but not including payments posted by other private or nonprofit agencies).
- The average Wisconsin Home Energy Assistance payments for each of the previous three calendar years, considering only residential accounts that received payments.

WEC RESPONSE:

- The number of active residential accounts for We Energies is as follows:

Year End Counts			
	2013	2012	2011
Combined Electric & Gas	751,588	748,222	744,725
Gas only	234,006	232,014	230,356
Electric only	263,936	265,013	265,827
Total Residential Accounts	1,249,530	1,245,249	1,240,908

- The total number of We Energies residential accounts that received WHEAP benefits (including crisis) or Keep Wisconsin Warm benefits are as follow:

2011 131,433
2012 122,915
2013 124,942
2014 89,103 – this is a YTD as of 11/30/14 for 2014 calendar year.

- The average WHEAP benefit for the three previous years are as follows:

2012 Average heat benefit \$344
Average PB (electric) benefit \$186

2013	Average heat benefit	\$321
	Average PB (electric) benefit	\$198
2014	Average heat benefit	\$299
	Average PB (electric) benefit	\$191

Answered by: Michael Mueller

Integrys RESPONSE:

- a. The number of active residential accounts for WPS is as follows:

Dec 2013 = 465,670
Dec 2012 = 463,702
Dec 2011 = 461,743

- b. The total number of WPS residential accounts that received WHEAP benefits are as follows:

2011 40,643
2012 36,798
2013 36,572
2014 29,192 YTD as of 12-3 for Calendar Year 2014

- c. The average WHEAP benefit for the three previous years are as follows:

2012	Heat Benefit	\$314
	Public Benefit (Electric)	\$166
2013	Heat Benefit	\$285
	Public Benefit (Electric)	\$174
2014	Heat Benefit	\$270
	Public Benefit (Electric)	\$168

Answered by: Chris Carper

PSC REF#:225652

Public Service Commission of Wisconsin
RECEIVED: 12/05/14, 11:28:01 AM

REQUEST NO. PSCW-15.04:

Does WEC agree to accept, uncontested, a Commission acquisition condition ordering that the company shall submit to the Commission for approval any plans to transition any of We Energies' or WPS' Low Income Programs (LIPs) to a different operating entity, or to combine any of the LIPs' operations or offerings, before implementing the plans?

- a. If no, what is the basis of the rejection of the condition?

RESPONSE:

WEC does not believe such a condition is necessary. WEC Energy Group will continue to operate the combined company prudently and in the best interests of customers, including with respect to any potential transition of LIPs to different operating entities or any combination of any of the LIPs' operations and offerings. It is premature at this time to speculate about how any such hypothetical transition or combination might be accomplished. (See responses to PSCW 1.09, 11.08). To the extent regulatory approval were required, WEC Energy Group or the operating utilities would seek it in the ordinary course. Therefore, it is our position that a specific order point or condition on the topic is premature and unnecessary.

Answered by: Tim Lang

PSC REF#:223108

Public Service Commission of Wisconsin
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REQUEST NO. PSCW-07-08:

In the March 15, 2000 Final Decision on the WICOR acquisition, dockets 9401-YO-100 and 9402-YO-101, the Commission stated that Wisconsin Gas was currently required to respond to emergency gas leaks in an average of 21 minutes or less in its southeast service territory and 31 minutes in its district operations areas, and found it reasonable that these standards remain in effect for WGC and to require WEPCO's gas operations to meet these standards for comparable areas in its service territory. The Commission ordered that "WEPCO shall, in cooperation with Commission staff, develop a plan to meet the natural gas emergency response time standards currently imposed on WGC, and submit the implementation plan within six months of the effective date of the merger."

- a. Does the company agree to accept, uncontested, a Commission acquisition condition ordering that WPSC shall, in cooperation with Commission staff, develop a plan to meet the natural gas emergency response time standards currently imposed on WEC and WGC, and to submit the implementation plan within six months of the effective date of the merger?
- b. If no, what is the basis of the rejection of the condition?

RESPONSE:

WPSC has an excellent gas emergency response record, and there have not been gas incidents in which WPSC's response time was a significant contributing factor. WPSC has an operational target of 25 minutes for the average gas leak response time over all of its service territory. Due to the predominantly rural nature of its service territory, imposing standards developed for WEC and WGC on WPSC could result in substantial additional costs imposed on WPSC's customers without a corresponding increase in safety. In its 2010 response to proposed updates to PSC 135 drafted by the PSCW Staff, WPSC estimated meeting similar response time standards proposed for PSC 135 could require a WPSC capital investment of up to \$2.2M, and ongoing incremental O&M costs of \$1.9M annually. Indeed, because of the less urban nature of its service territory, WPSC is uncertain if it can meet the proposed WEC and WGC gas emergency response time standards in all of its service areas.

If Staff believes the effort would be justified, WPSC would accept a condition on the Commission's approval of the merger requiring WPSC to cooperate with the Commission Staff on a study of WPSC's gas emergency response process. Within six months of the closing of the transaction, this joint study group will report back to the

Commission on (1) how WPSC's service territory could be separated between urban and district operations areas for the purpose of differentiating response time standards, (2) what gas emergency response time standards are appropriate for WPSC in each of its urban and district operations service territories, which standards may be different from the WEC and WGC standards, (3) what reasonable, cost-effective steps could be taken to optimize gas emergency response times in WPSC's service areas, and (4) a plan for how WPSC would implement its proposed new gas emergency response time standards and operational changes necessary for it to meet those standards, including rate recovery of the associated costs.

Answered by: David Megna, Director- System Operations, We Energies

Answered by: Roger McCambridge, Director- Gas Engineering, Integrys

PSC REF#:224096

Public Service Commission of Wisconsin
RECEIVED: 11/07/14, 12:36:16 PM

REQUEST NO. PSCW-11.07:

Please provide data detailing WEC's and Integrys' investment in and development of significant customer service software, such as tools for payment arrangements, billing software and other applications used by customer service representatives and other employees. Please provide:

- a. A detailed summary of the nature and functionality of the software or applications.
- b. Data regarding the cost and staff time used to develop the software or applications each year for the previous three years.
- c. A copy of any presentations explaining changes to the software or applications in the previous three years.
- d. A detailed summary of any changes to customer service policies that have resulted or are planned to result from the software or applications developed or under development within the previous three years.

RESPONSE:

WEC:

- a. The nature and functionality of the software or applications.

Customer Service Solution (CSS) – Vendor-developed Customer Information System (CIS) from Accenture initially implemented by Wisconsin Electric in 1998, further modified as part of the Wisconsin Gas merger in 2001. System functions include: accounts receivable, billing, payments, credit and collections, customer inquiry and contact management, marketing, program management, meter history, meter reading, work queue management, reporting and service order management. Major extensions to the CSS system within the last three years include the following:

CS Desktop / Pay Plan Wizard – Internally developed extensions to CSS that provide a more modern user interface and quicker access to account information needed for the most common customer service interactions. The Pay Plan Wizard component also provides a streamlined user interface for setting up payment arrangements by assessing the account, presenting valid pay arrangement options, facilitating negotiation and automatically documenting the resultant pay arrangement and customer contact. Implemented in 2013.

SUPPLEMENTAL RESPONSE:

This supplemental response addresses the period of from 2011 to present day. Our organization's primary focus during this time period is on the successful completion of the Integrys Customer Experience (ICE) project described below.

Here are the significant system development projects completed during this period:

Functionality	Description	Primary Beneficiary				
Customer Information System, Web and IVR Self Service and Telephony Technology Platform	<p>The Integrys Customer Experience (ICE) project will result in a common process model and a single billing system for all Integrys regulated utilities. Currently, the Integrys regulated utilities operate on three distinct customer service platforms:</p> <ol style="list-style-type: none">1. The “Open-C” based system for WPS Corp and UPPCO,2. The “Vertex” system for Michigan Gas Utilities Corporation (“MGUC”) and Minnesota Energy Resources Corporation (“MERC”), and3. The “C-First” based system for The Peoples Gas Light and Coke Company (“PGL”) and North Shore Gas Company (“NSG”). <p>Project ICE will place all Integrys regulated utilities onto an enhanced version the Open-c platform.</p> <p>Project ICE will provide overall standardization of internal delivery processes and system technology platforms which will improve the customer experience and satisfaction, increase employee productivity, and allow these integrated customer service operations to be performed at lower operating costs than the three distinct platforms.</p> <table><tr><td>Cost (Estimate at Completion)</td><td>\$87M</td></tr><tr><td>Labor (Estimate at Completion)</td><td>772,814 hours</td></tr></table>	Cost (Estimate at Completion)	\$87M	Labor (Estimate at Completion)	772,814 hours	Customer and Employee
Cost (Estimate at Completion)	\$87M					
Labor (Estimate at Completion)	772,814 hours					
Large Customer Billing Optimization	<p>The Large Customer Billing Optimization Project will result in a common process model and a single billing system to provide Billing functionality within the Open–C platform for all Integrys regulated utility Large Gas and Electric customers.</p> <p>The Integrys regulated utilities currently bill Large customers using three distinct billing systems:</p> <ol style="list-style-type: none">1. The “Open-C” and Enerlink billing system for WPS Corp and UPPCO,2. The “Vertex” system for Michigan Gas Utilities Corporation (“MGUC”) and Minnesota Energy Resources Corporation (“MERC”), and3. The “C-First” system for The Peoples Gas Light and Coke Company (“PGL”) and North Shore Gas Company (“NSG”).	Customer and Employee				

Functionality	Description	Primary Beneficiary				
	<p>The Large Customer Billing Optimization will consolidate all Large Customer Billing functionality onto an enhanced version of the Open–C platform.</p> <p>The main benefits of the Large Customer Billing Optimization Project include:</p> <ul style="list-style-type: none">- Enabling implementation of a single billing system to provide Billing functionality within the Open–C platform for all Integrys regulated utility Large Gas and Electric customers- Decommissioning of the Enerlink Billing system reducing Information Technology maintenance costs- Enabling the automation of some manual billing functions. <table><tr><td>Cost (Estimate at Completion)</td><td>\$9.5M</td></tr></table>	Cost (Estimate at Completion)	\$9.5M			
Cost (Estimate at Completion)	\$9.5M					
Interactive Intelligence (I3) Customer Interaction Center (CIC) telephony platform Upgrade	<p>The Customer Interaction Center (CIC) telephony platform was upgraded to the new version (4.0) to make it current and compatible with other Integrys Information Technology software platforms.</p> <p>Benefits from this upgrade include:</p> <ul style="list-style-type: none">- Enables this telephony platform to be utilized for all Integrys utilities as part of project ICE.- Improved reporting, call routing (e.g., new work queues) and Agent Desktop functionality.- <table><tr><td>Cost</td><td>\$1.9M</td></tr><tr><td>Labor</td><td>9,042 hours Note: Does not include the labor for the Professional Services Contractor</td></tr></table>	Cost	\$1.9M	Labor	9,042 hours Note: Does not include the labor for the Professional Services Contractor	Customer and Employee
Cost	\$1.9M					
Labor	9,042 hours Note: Does not include the labor for the Professional Services Contractor					

Answered by: Duane Schwartz, Dee Francisco, Dan Carlson

Move Order Wizard and Technology Improvements – Internally developed extension to CSS that provides streamlined user interface for start, stop and transfer orders. The Move Order Wizard assesses the account(s), presents valid move options, facilitates account information transfers and automatically issues resultant service orders and records customer contact. This initiative also includes significant underlying technology improvements which will result in improved performance for the Move Order Wizard and other internal customer support applications. These improvements also provide a robust foundation for future customer-facing web and mobile applications. Implementation expected early 2015.

MyAccount – Internally developed internet application that provides customers with the ability to view and pay We Energies bills via the internet. Implemented in 2013.

Customer Interaction Center (CIC) – Vendor-package unified customer communications system provided by Interactive Intelligence, Inc. (I3). CIC provides a complete communications system combining voice, unified messaging, presence, instant messaging and more – along with remote and mobile access. CIC also includes advanced applications for the contact center, like Interactive Voice Response, recording, workforce management, and multi-site routing. Implemented 2013.

- b. Cost and staff time used to develop the software or applications each year for the previous three years.

Note: Sources of cost and staff time information are project status reports and project closure documents.

Customer Service Solution (CSS) – The majority of investment related to the CSS system over the last three years has been done in support of rate cases and regulatory work as well as the system implementations noted below. Investment associated with CSS extensions and other projects are included with those projects.

CS Desktop / Pay Plan Wizard

Cost: \$1,551K Hours: 12,020 Complete: 07/30/2013

Move Order Wizard and Technology Improvements

Cost: \$6,028K Hours: 29,836 Estimated Complete: 03/20/2015

MyAccount

Cost: \$8,811K Hours: 19,087 Estimated complete: 12/31/14

Customer Interaction Center (as of Oct. 3, 2014)

Cost: \$7,795K

Hours: 11,286

Estimated complete: 12/31/14

- c. A copy of any presentations explaining changes to the software or applications in the previous three years.

Attached are the relevant portions of the following presentations:

CS Desktop – Pay Plan Wizard.PDF

Move Order Wizard.PDF

MyAccount.PDF

Customer Interaction Center.PDF

- d. Summary of any changes to customer service policies that have resulted or are planned to result from the software or applications developed or under development within the previous three years.

The aforementioned implementation efforts were intended to drive internal productivity and consistency, to increase customer usability and/or to upgrade aging technical infrastructure. No customer service policies were changed as the result of these implementations.

Answered by: Jeff Melcher / Tim Lang

Integrys:

This response addresses the period of 2011 – 2013. During this timeframe the number and magnitude of system improvements was low as our organization and resources were focused on the Integrys Customer Experience (ICE) project that comprises a wide variety of substantial improvements for both employees and customers. In addition, prior to this period, we had just completed a number of system improvements that resulted from the optimization activities that occurred as a result of the merger of WPS Resources Corporation and Peoples Energy Corporation.

Here are the significant system development projects completed during this period:

Functionality	Description	Primary Beneficiary
Electronic Payments	<ul style="list-style-type: none"> - Reduced the fee associated with a one-time electronic payment - Modified the application to allow the customer to make multiple payments for the same account without logging out (i.e; In the same session). <p>This is a vendor provided service at no cost to Integrys/WPS. It was negotiated as part of a contract renewal. Internal labor expended for this negotiation effort was not tracked.</p>	Customer

Functionality	Description	Primary Beneficiary
Electronic Payments	<p>Provided access to our electronic payment data for employees to verify that an electronic payment was made.</p> <p>Confirmation of payments was needed as a result of fully outsourcing the credit card payment process for efficient, cost effective compliance with the Payment Card Industry (PCI) standards and customer satisfaction for acceptance of credit cards as a payment option.</p> <p>The internal labor for this effort was approximately 120 hours and was not formally tracked.</p>	Employee
Electronic Billing (eBill)	<p>Provides a bill image in PDF format for customers enrolled in our eBill offering.</p> <p>This feature was negotiated with our e-billing service vendor free of additional charges to the customer or to Integrys Energy Group utilities. The internal labor effort associated with this was about 30 labor hours for negotiation and testing.</p>	Customer
Energy Assistance	<p>In 2012 we went live (for the 2013 heating season) with a web service called "Wisconsin Energy Fuel Information" (WEFI) with the State of Wisconsin Department of Administration (DOA) –Division of Energy Services (DES). The purpose of this service is to share data, such as customer premise consumption data, for completing Energy Assistance Applications. The service automates the collection of this data, reducing the time necessary to process an Energy Assistance application and increased the accuracy of fuel data and benefit payments made to customer accounts. By providing this web service, we were also able to reduce the number of calls from all of the EAP offices asking for the consumption information and other information necessary to provide crisis funds to our customers.</p> <p>Internal labor for this effort was less than 200 hours of effort and not formally tracked as a specific project.</p>	Employee & Agency Recipients

Functionality	Description	Primary Beneficiary										
Web Site	<p>Implemented a Responsive Design application on our company web site that automatically formats a customer’s view based on the type of device they are using.</p> <p>This was not tracked as a specific project. The internal labor for this effort involved 2 FTEs between the Customer Relations group and ITS eBusiness group over 7 months.</p> <p>Associated presentation has been attached.</p>	Customer										
Web Site	<p>Implemented the Site Catalyst Web Metrics method of measuring successful customer web experience. This provided an easy to use tool and the resources needed to collect, analyze, and report KPI and other data needed to understand and optimize web site usage and the customer web experience across Integrys. This method of measuring a customer’s web experience provides information to continually improve our web site adoption and containment to manage customer contacts in the most satisfying yet cost effective method.</p> <p>This project began in the third quarter of 2011 and was completed in 2012. In addition to the project investment listed below, \$37,000 was supplied from the Demand Side Management funds (before the change to Customer Service Conservation).</p> <table><tr><td></td><td>Web Metrics</td></tr><tr><td>O&M</td><td></td></tr><tr><td>Invoices</td><td>\$76,242.00</td></tr><tr><td>Labor</td><td>\$41,040.00</td></tr><tr><td>Total O&M</td><td>\$117,282.00</td></tr></table>		Web Metrics	O&M		Invoices	\$76,242.00	Labor	\$41,040.00	Total O&M	\$117,282.00	Customer
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Functionality	Description	Primary Beneficiary																																																
Customer Notification	<p>Implemented a new technology to send timely program related customer notifications via voice, text messaging and email communication.</p> <p>This effort was done as a two-part project to find the most reliable, scalable solution, technology and partner to communicate via email, text, and voice. Phase one was an investigation of our requirements and request for proposal process for the appropriate partner to meet those requirements. Phase two implemented the internal rules engine and outsourced communication partner integration for the first wave of customer communications for our Demand Response and optional natural gas offerings (Transportation, Interruptible). These communications require prompt, reliable, guaranteed delivery communications via numerous media as written in our rates. Future phases on this platform are planned to scale across the 2 million plus customer base for customer self-service alerts and messaging.</p> <table><tr><td></td><td>Phase 1</td><td>Phase 2</td><td>Grand Totals</td></tr><tr><td>Capital</td><td></td><td></td><td></td></tr><tr><td>Invoices (Contractors)</td><td></td><td>280,015</td><td>280,015</td></tr><tr><td>Labor</td><td></td><td>152,618</td><td>152,618</td></tr><tr><td>Total Capital</td><td></td><td>432,633</td><td>432,633</td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td>O&M</td><td></td><td></td><td></td></tr><tr><td>Invoices</td><td>87,600</td><td></td><td>87,600</td></tr><tr><td>Labor</td><td>89,904</td><td>1,636</td><td>91,540</td></tr><tr><td>Total O&M</td><td>177,504</td><td>1,636</td><td>179,140</td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td>Total</td><td>611,773</td></tr></table>		Phase 1	Phase 2	Grand Totals	Capital				Invoices (Contractors)		280,015	280,015	Labor		152,618	152,618	Total Capital		432,633	432,633					O&M				Invoices	87,600		87,600	Labor	89,904	1,636	91,540	Total O&M	177,504	1,636	179,140							Total	611,773	Customer
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For many of the smaller projects no formal project was set up therefore specific costs associated with that projected were not tracked.

Answered by: Duane Schwartz, Dee Francisco, Dan Carlson

PSC REF#: 225601

**Application of Wisconsin Energy Corporation for Approval to Acquire the
Outstanding Common Stock of Integrys Energy Group, Inc.
PSCW Docket No. 9400-YO-100**

**Integrys' Response to
Commission Staff's Fifteenth Data Request
Dated: November 26, 2014**

Public Service Commission of Wisconsin
RECEIVED: 12/04/14, 11:26:31 AM

REQUEST NO. PSCW-15.03:

In its response to data request no. PSCW-11.07, related to the development of customer service software, Integrys responded that the Integrys Customer Experience (ICE) project will result in substantial improvements for employees and customers. Regarding ICE, please provide:

- a. A detailed summary of the nature of the project and functionality of the software or applications.
- b. Data regarding the projected cost and staff time needed to implement the project.
- c. A copy of any presentations explaining the project and related software applications.
- d. A detailed summary of any changes to customer service policies that are planned to result from the project and/or software or applications under development.

INTEGRYS RESPONSE:

- a. The Integrys family of six regulated utilities currently operate with three distinct billing systems and process models:
 1. The "Open-C" system for WPS Corp and UPPCO,
 2. The "Vertex" system for Michigan Gas Utilities Corporation ("MGUC") and Minnesota Energy Resources Corporation ("MERC"), and
 3. The "C-First" system for The Peoples Gas Light and Coke Company ("PGL") and North Shore Gas Company ("NSG").

The ICE project will result in a single consolidated process model and a single improved Open-C billing system for all Integrys regulated utilities. The improved and standardized process model incorporates Integrys utility best practices as well as industry best practices and capabilities.

Improvements that are being made to the existing Open-C technical architecture include:

- Upgrading from v3.0 to v4.0
- Solution can be used for at least 15 years - using the latest Microsoft .Net technology platform
- User interface upgraded to Windows Presentation Foundation (WPF) and redesigned for more streamline access to information
- Database platform upgraded to SQL Server 2012 and data model now utilizes foreign keys for some of the data integrity enforcement
- New batch architecture that utilizes a "message broker" pattern that improves overall throughput of the batch processing

As a result of the ICE Project, we expect to achieve and sustain first quartile performance in cost management (cost per customer), customer satisfaction, and service quality for the Billing,

Collections, Call Center, and Self Service functions. Specific benefits that ICE will provide include:

- Improved customer experience and satisfaction as well as improvement in our First Contact Resolution metric by:
 - Improving our Open-C user interface enabling our Call Center Representatives to complete customer transactions with higher quality, in less time, and with a higher rate of resolution in the first call.
 - Implementing improvements to our Interactive Voice Response (IVR) and Web self-service channels will increase customer's use of these channels and reduce the number of inbound calls. These improvements include:
 - ✓ Providing customers Web access to their bill image
 - ✓ Numerous usability type improvements
 - Improving the following Call Center support areas:
 - ✓ A new and improved On Line Encyclopedia
 - ✓ Improved analytics to that will increase our First Call Resolution
 - ✓ Improved call center QA and agent monitoring
 - ✓ An improved complaint identification and resolution process

In addition to improving customer experience and satisfaction we expect that these improvements will also result in a reduction in Call Center inbound call volume.

- Improving Bad Debt management through the following improvements in our Revenue Assurance area through:
 - Development of a customer behavioral/risk score to improve the efficiency and effectiveness of our collection actions.
 - Improved enrollment processes for new customers that will secure deposits for high risk customers.
 - Reporting of customer positive and negative payment behavior to the major Credit Bureaus
 - Improved processes for locating and contacting customers who have Finaled their account.
 - Provide real time electronic payment information to our Call Center and Self Service channels to improve the customer reconnection for nonpayment process
 - Automate the Non-Sufficient Funds check process with our banks.
- Improvement in our Billing related processes through:
 - Improvements to the eBill offering which should drive greater adoption
 - Increased adoption in Budget Billing through an automated enrollment process
 - Improving the technology platform and processes for generation of our large customer bills
 - Improvements in the Bill Estimation routine
 - Improving our bill printing, document imaging, and document storage capabilities
- Functional improvements to our technology platform by:

- Incorporating Meter Asset Management functionality into the Open-C platform as it is currently is a separate application.
 - Improving the Open-C Billing batch performance and reducing its impact to Call Center operations
 - Deploying a new Reporting technology platform and improving the design and layout of our internal reports
 - Improving customer data security functionality
- b. The approved project ICE budget is \$79.8 million. The staff time required to complete project ICE is estimated at completion to be 773K hours.
- c. Please refer to exhibit PSCW-15.03 – WPS Customer Benefits that was presented to members of the PSCW staff on August 5, 2014 at our Call Center Building in Green Bay.
- d. Because of the far reaching and extensive nature of the process and system changes that Project ICE is introducing an in depth and far reaching Learning Performance and Change Management plan is planned and is being executed. Highlights of this plan include:
- Development of approximately 68 training modules that include a blend of Web Based/Instructor Lead training, training simulations and job aides. The Train the Trainer curriculum will begin in February, 2015
 - Development of a new On Line Encyclopedia system with content that reflects the new standardized processes as well features that help end users navigate, locate and view On Line Encyclopedia pages.
 - Establishing a Change Management Liaison network involving an internal network of staff from a broad mix of stakeholder groups most impacted by project ICE.
 - Application of the Awareness, Desire, Knowledge, Ability and Reinforcement (ADKAR) change model.

Answered by: Brian Kage

Combined company will deliver benefits to all WEC Energy Group customers over time....

■ Operational

- Integrating best practices in distribution operations; capital project management; gas supply; system reliability and customer service

■ Financial

- Improved access to capital markets will enable company to pass along the benefits of lower cost debt to customers
- Charitable contributions and community involvement to be maintained at historic levels
- Facilitate continued investment in utility infrastructure with strong balance sheet and cash flow



**Application of Wisconsin Energy Corporation for Approval to Acquire the
Outstanding Common Stock of Integrys Energy Group, Inc.
PSCW Docket No. 9400-YO-100**

**WEC's Response to
PSCW Staff's Fourth Data Request
Dated: October 3, 2014**

REQUEST NO. PSCW-4.05:

Please provide data detailing WEC's and Integrys' significant contributions or donations to regional economic development and educational, cultural and charitable activities, for each of the past three fiscal years. Please include contributions or donations to energy assistance. For each contribution or donation, please provide:

- a. Name of the providing entity.
- b. Source of funds.
- c. Name of receiving entity.
- d. Contribution amount.
- e. Purpose of the receiving fund or program.

RESPONSE:

WEC Response

Please see the attached spreadsheet, which lists donations over \$100,000 made by WEC, Wisconsin Electric and Wisconsin Gas which directly funds the above purpose.

The spreadsheet does not reflect any contributions from the We Energies Foundation ("The Foundation"), a separate 501(c)(3) organization, which supports initiatives promoting economic health, arts and culture, education and the environment. For the past three years, the The Foundation made charitable contributions as follows:

- In 2011, The Foundation issued grants to 851 organizations totaling more than \$9.0 million.
- In 2012, The Foundation issued grants to 816 organizations totaling more than \$7.7 million.
- In 2013, The Foundation issued grants to 818 organizations totaling more than \$7.2 million.

Answered by: Stephen Dickson

WPSC Response

See attached spreadsheet.

Answered by: Kathy Hartman

Year	Providing Entity	Source	Name of Receiving Entity	Funded by:	Amount
2011	WEPCO	CASH	KEEP WISCONSIN WARM FUND	Shareholders	\$ 1,000,000
2011	WEC	CASH	Local Arts & Culture organization	Shareholders	\$ 500,000
2011	WEPCO	CASH	Various individual gas and electric customers	Ratepayers	\$ 18,724,153
2011	WG	CASH	Various individual gas and electric customers	Ratepayers	\$ 2,591,877
2011	WEPCO	CASH	SEERA	Ratepayers	\$ 44,707,044
2011	WG	CASH	SEERA	Ratepayers	\$ 12,995,952
Total 2011					\$ 80,519,026
2012	WEPCO	CASH	KEEP WISCONSIN WARM FUND	Shareholders	\$ 2,000,000
2012	WEPCO	CASH	Regional economic/environmental fund	Shareholders	\$ 2,988,901
2012	WEPCO	CASH	Various individual gas and electric customers	Ratepayers	\$ 7,422,889
2012	WG	CASH	Various individual gas and electric customers	Ratepayers	\$ 2,605,358
2012	WEPCO	CASH	SEERA	Ratepayers	\$ 37,290,048
2012	WG	CASH	SEERA	Ratepayers	\$ 10,633,272
Total 2012					\$ 62,940,468
2013	WEPCO	CASH	Regional economic development organization	Shareholders	\$ 1,500,000
2013	WEPCO	CASH	KEEP WISCONSIN WARM FUND	Shareholders	\$ 1,000,000
2013	WEC	CASH	Local Educational Organization	Shareholders	\$ 350,000

Year	Providing Entity	Source	Name of Receiving Entity	Funded by:	Amount
2013	WEPCO	CASH	Various individual gas and electric customers	Ratepayers	\$ 3,465,342
2013	WG	CASH	Various individual gas and electric customers	Ratepayers	\$ 1,709,639
2013	WEPCO	CASH	SEERA	Ratepayers	\$ 37,649,276
2013	WG	CASH	SEERA	Ratepayers	\$ 9,990,528
Total 2013					<u>\$ 55,664,785</u>

<u>Year</u>	<u>Providing Entity</u>	<u>Source</u>	<u>Name of Receiving Entity</u>	<u>Amount</u>	<u>Rate Payer %</u>	<u>Rate Payer \$</u>	<u>Shareholder %</u>	<u>Shareholder \$</u>	<u>Purpose of the Receiving Fund or Program</u>
2011	WPSC	CASH	Keep Wisconsin Warm Fund	\$ 100,000	100%	\$ 100,000	0%	\$ -	Provides Energy Assistance/Education to Low-Income Families
2011	WPSC	CASH	Fresh Start Forgiveness Program	\$ 352,006	100%	\$ 352,006	0%	\$ -	Energy Assistance to WPS customers
2011	WPSC	CASH	Wisconsin Public Service Foundation	\$ 1,100,000	0%	\$ -	100%	\$ 1,100,000	Provides Financial Support to Non-profit and Tax-exempt organizations in WI, MI, and MN
2011	WPSC	CASH	Wisconsin Public Service - Contributions	\$ 90,996	50%	\$ 45,498	50%	\$ 45,498	Support for local community events
2011	WPSC	CASH	Regional Economic Development	\$ 22,000	50%	\$ 11,000	50%	\$ 11,000	Support for regional economic development groups and membership in local chambers of commerce
2011	WPSC	CASH	Local Chamber Memberships	\$ 24,460	0%	\$ -	100%	\$ 24,460	Support for regional economic development groups and membership in local chambers of commerce
2011	WPSC	CASH	SEERA	<u>\$ 18,281,112</u>	<u>100%</u>	\$ 18,281,112	0%	\$ -	ACT 141
Total 2011				\$ 19,970,574		\$ 18,789,616		\$ 1,180,958	
2012	WPSC	CASH	Keep Wisconsin Warm Fund	\$ 100,000	100%	\$ 100,000	0%	\$ -	Provides Energy Assistance/Education to Low-Income Families
2012	WPSC	CASH	Fresh Start Forgiveness Program	\$ 347,964	100%	\$ 347,964	0%	\$ -	Energy Assistance to WPS customers
2012	WPSC	CASH	Wisconsin Public Service Foundation	\$ 1,100,000	0%	\$ -	100%	\$ 1,100,000	Provides Financial Support to Non-profit and Tax-exempt organizations in WI, MI, and MN
2012	WPSC	CASH	Wisconsin Public Service - Contributions	\$ 96,682	50%	\$ 48,341	50%	\$ 48,341	Support for local community events
2012	WPSC	CASH	Regional Economic Development	\$ 22,500	50%	\$ 11,250	50%	\$ 11,250	Support for regional economic development groups and membership in local chamber of commerce
2012	WPSC	CASH	Local Chamber Memberships	\$ 24,672	0%	\$ -	100%	\$ 24,672	Support for regional economic development groups and membership in local chamber of commerce
2012	WPSC	CASH	SEERA	<u>\$ 18,876,060</u>	<u>100%</u>	\$ 18,876,060	0%	\$ -	ACT 141
Total 2012				\$ 20,567,878		\$ 19,383,615		\$ 1,184,263	
2013	WPSC	CASH	Keep Wisconsin Warm Fund	\$ 100,000	100%	\$ 100,000	0%	\$ -	Provides Energy Assistance/Education to Low-Income Families
2013	WPSC	CASH	Fresh Start Forgiveness Program	\$ 351,553	100%	\$ 351,553	0%	\$ -	Energy assistance to WPS customers
2013	WPSC	CASH	Wisconsin Public Service Foundation	\$ 1,200,000	0%	\$ -	100%	\$ 1,200,000	Provides Financial Support to Non-profit and Tax-exempt organizations in WI, MI, and MN
2013	WPSC	CASH	Wisconsin Public Service - Contributions	\$ 97,679	50%	\$ 48,839	50%	\$ 48,839	Support for local community events
2013	WPSC	CASH	Regional Economic Development	\$ 22,500	50%	\$ 11,250	50%	\$ 11,250	Support for regional economic development groups and membership in local chamber of commerce
2013	WPSC	CASH	Local Chamber Memberships	\$ 25,324	0%	\$ -	100%	\$ 25,324	Support for regional economic development groups and membership in local chamber of commerce
2013	WPSC	CASH	SEERA	<u>\$ 18,914,268</u>	<u>100%</u>	\$ 18,914,268	0%	\$ -	ACT 141
Total 2013				\$ 20,711,324		\$ 19,425,910		\$ 1,285,413	